



# UNITED STATES MARINE CORPS

MARINE CORPS BASE HAWAII

BOX 63002

KANEOHE BAY, HAWAII 96863-3002

BaseO 3040.1A

ADJ

001 10 2001

## BASE ORDER 3040.1A

From: Commanding General

To: Distribution List

Subj: CASUALTY PROCEDURES WITHIN MARINE CORPS BASE HAWAII

Ref: (a) MCO P3040.4D

Encl: (1) Outline for PCR

(2) Outline for PCR (for USN Personnel only)

(3) CACO Checklist/Guide for Death Cases

(4) CACO Checklist/Guide for Illness-Injury Cases

(5) Casualty Reaction Board Checklist

(6) Frequently Called Numbers

(7) Required Addresses for Personnel Casualty Reports

1. Purpose. To provide guidance and administrative instructions for personnel casualty reporting within Marine Corps Base Hawaii.

2. Background. Reference (a) is the source document for specific casualty reporting objectives and addresses the requirement for all reporting unit commands to establish a plan to deal with casualties 24 hours a day. Each reporting unit is required to keep the Commanding General informed of all casualty related matters pertaining to members of Marine Corps Base Hawaii (during normal working hours via the Base Adjutant or the Command Duty Officer after hours).

3. Information. The Personnel Casualty Report (PCR) is the primary source of casualty information. It should be accurate and contain only verified information. It is imperative that information concerning casualties be guarded until proper next of kin notification is achieved. In no case will information be released to the news media or other third parties regarding the identity of a casualty. Refer all media inquiries to the MCBH Public Affairs Officer.

4. Reporting Procedures. Immediately upon notification of a person listed in paragraph 5 becoming a casualty, a PCR, in the format prescribed by the appropriate enclosure of this Order, must be transmitted by message from the reporting unit to CMC (MHP-10). The message will not be sent via the chain of command. If all the information is not known, submit what is known and indicate that a supplemental report will follow. If the casualty occurs outside of the reporting unit's geographical area, the Marine Corps activity first learning of the casualty will immediately notify the casualty's reporting unit which will then notify CMC (MRC) and submit the PCR.

a. Unknown/No Unit. If the casualty's reporting unit is unknown or the casualty does not belong to a unit (e.g. retired, or separated for fewer than 120 days), then the Marine Corps activity first learning of the casualty will immediately notify the CMC (MRC) by telephone and follow up with a PCR.

b. Enroute. If a casualty occurs enroute to a new permanent or temporary duty station, the Marine Corps activity first learning of the casualty will immediately inform the casualty's new command by telephone and submit a PCR with the new command as an information addressee.

c. Non-reportable Casualties. A casualty is non-reportable when a Marine becomes injured or ill, but the condition is not serious and the Marine is able to communicate with his/her NOK. In such cases, the unit commander will counsel the Marine to contact the NOK by telephone or letter. Do not send a PCR. When a non-reportable casualty becomes reportable, immediately submit a PCR.

## 5. Reportable Persons

a. Marines on Active Duty. This category includes all casualty types for active duty regular Marines as well as reservists active duty enroute to or from a prescribed period of active duty training. Enclosure (1) applies.

b. Recently Discharged/Retired Marines. Submit a PCR on Marines or recruits who die within the 120-day period after their discharge/retirement date or release from active duty. Enclosure (1) applies.

c. Reserve Marines Not on Active Duty. Submit a PCR only in death cases. This includes Marines in the Individual Ready Reserve (IRR), Selected Marine Corps Reserve (SMCR), Delayed Entry Program (DEP), and Retired Reserve. Enclosure (1) applies.

d. Retired Marines. Submit a PCR only in death cases, unless the casualty is a general officer. Enclosure (1) applies.

e. Dependents of Active Duty Marines. Submit a PCR only in death cases. Enclosure (1) applies.

f. Civilians Employed by the Marine Corps. Submit a PCR only if death occurs or they are unaccounted-for when stationed outside of the CONUS or when in an official travel status. Enclosure (1) applies.

g. General Officers (Reserve and Retired) and Former Sergeants Major of the Marine Corps. Contact the CMC (MRC) immediately by telephone if a general officer or former Sergeant Major of the Marine Corps is hospitalized or has died; follow up with a PCR. Enclosure (1) applies.

h. Other Armed Services and Organizations. When members of other services, members of the American Red Cross, and members of the Public Health Service are killed while serving with Marine units, submit a PCR. Enclosure (2) applies.

6. Definitions. Chapter 5 of the reference provides guidance pertaining to the reporting of casualty type, status, and category.

a. Casualty Type. A term used to identify a casualty for reporting purposes as either a hostile or a non-hostile casualty.

b. Casualty Status. A term used to classify a casualty for reporting purposes. The casualty statuses are: Deceased, Duty Status Whereabouts Unknown (DUSTWUN), Missing, Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Incapacitating Illness or Injury (III), Not Seriously Injured (NSI), and Special Patient (SPECPAT).

c. Casualty Category. A term used to specifically classify a casualty for reporting purposes based upon the casualty type and the casualty status. The casualty status's are: Deceased, Duty Status Whereabouts Unknown (DUSTWUN), Missing, Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Incapacitating Illness or Injury (III), Not Seriously Injured (NSI), and Special Patient (SPECPAT).

7. Casualty Notification and Assistance. It is Marine Corps policy to notify the NOK of any reportable casualty. Accurate information must be given immediately to the NOK. Families must receive this information before they are approached by other sources. Notify the NOK using information from the written PCR. Information received by means other than the PCR must be from a reliable source (attending physician, command, police, etc.) and verified.

a. Casualty Assistance Call Officer. Chapter 2 of the reference clearly provides casualty notification and assistance information. Enclosure (3) contains a comprehensive checklist for the actions required for casualty assistance in death cases. Enclosure (4) contains a checklist for casualty assistance in illness/injury cases.

b. Marine Corps Base Hawaii Casualty Reaction Board. Upon notification of a casualty, the AC/S G-1 will convene a Casualty Reaction Board as directed by the Deputy Commander, MCBH. The board will ensure the responsible unit complies with enclosure (5) of this Order. This reaction board will consist of the following members, as required:

(1) AC/S G-1. The AC/S G-1 is the overall board coordinator/chair and is responsible for providing updates to the command deck as the situation evolves.

(2) AC/S G-6. The AC/S G-6 is responsible for ensuring that assistance is provided for the release of initial and supplemental PCR's.

(3) Adjutant. The Adjutant is responsible for ensuring the initial and supplemental PCR's are completed properly and promptly. The Adjutant is also responsible for ensuring CACO's receive an appropriate CACO Checklist.

(4) Director, Personnel Service Center. The Director, Personnel Service Center is responsible for providing appropriate counselors to NOK, when applicable.

(5) Public Affairs Officer. The Public Affairs Officer is responsible for providing an appropriate media release or handling media requests.

(6) Director, Branch Medical Clinic. The Director, Branch Medical Clinic is the medical liaison between Marine Corps Base Hawaii and the medical facility/morgue where the casualty is located.

(7) AC/S Comptroller. The AC/S Comptroller will facilitate any inquiries for assistance with payments to the NOK.

(8) Provost Marshal. The Provost Marshal is responsible for conducting an appropriate investigation, when applicable.

(9) Director, Base Safety. The Base Safety office is responsible for conducting an appropriate safety investigation, when applicable.

(10) Civilian Personnel Officer. When applicable, the Civilian Personnel Officer will assist the Casualty Reaction Board as an advisor in the area of civilian entitlements.

(11) Base Chaplain. The Base Chaplain is responsible for assigning an appropriate denominational Chaplain to assist the CACO. Additionally, the Chaplain is responsible for assisting the family with scheduling an appropriate Memorial Service.

(12) Director, American Red Cross, MCBH. The Director, American Red Cross, MCBH is responsible for assisting the unit with finding possible emergency funding for the family to cover immediate costs.

(13) Director, Personnel Support Center. The Director, Personnel Support Center will ensure that the appropriate personnel department runs the appropriate diary entries and transfers the individual as necessary.

(14) Staff Judge Advocate. The Staff Judge Advocate may need to be involved with advising a command with an investigation or litigations that may arise during the situation.

(15) Officer in Charge, Traffic Management Office (TMO). The Traffic Management Office is responsible for assisting with travel of NOK, movement and shipping of the remains, household goods shipments, and other logistical support.

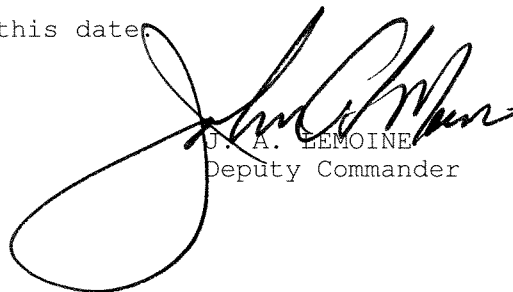
8. After Working Hours. If, after normal working hours, the CDO receives notification of a casualty from one of the tenant command, he/she should immediately notify the following personnel by phone at the numbers listed in the CDO logbook:

(a) The Deputy Commander

(b) The AC/S G-1

The Deputy Commander and the AC/S G-1 will determine, at that time, which personnel need to be additionally contacted. The CDO will ensure that the tenant command includes CG, MCBH and the COMARFORPAC (G-1) as Info Addressees when they release the PCR to HQMC. If the message needs to be generated by the CDO, he can fax a hand-written initial report, per enclosure (1) or (2) as appropriate, to HQMC at fax number (703) 784-2072 ONLY after voice notification at 1-877-663-6772. The AC/S G-1 will determine if the Casualty Reaction Board needs to meet and will, if applicable, set a time and a location for the board to convene. The CDO will contact the appropriate personnel, as directed by the AC/S G-1, to ensure each department is adequately represented at the meeting. Paragraph 7.b. of this Order applies.

9. Reviewed and approved this date.

  
J. A. LEMOINE  
Deputy Commander

## OUTLINE FOR PCR

<u>Line Number</u>	<u>INSTRUCTIONS</u>
SUBJECT	Non-death cases: PCR (DD-3040-02 Death cases: PCR (DD-3040-02) DEATH
1. Grade, first name, full middle name, last name, SSN/MOS, component/sex	Capt Joseph Edward Smith 000 00 0000/0302 USMC/M (if USMCR, state if on active duty). If not active duty or Reserve, state civilian, dependent, or retired
2. Casualty Type/Status/Category	<u>Type</u> : hostile/non-hostile  <u>Status</u> : deceased, DUSTWIN, missing, VSI, SI, III, NSI, or SPECPAT  <u>Category</u> : KIA, DWRIA, beleaguered, besieged, captured, detained, interned, MIA, WIA, none.
3. Diagnosis of injury	Enter complete diagnosis; use <u>medical term</u> and <u>plain language explanation</u> as verified by medical authority. State if an autopsy will be conducted.
4. Condition/prognosis or time, date, and place of death	<u>Condition</u> : good, critical, fair, serious, very serious, or grave (as determined by the attending physician).  <u>Prognosis</u> : as determined by the attending physician. If dead: list local time, date, and geographical place of death. State "same as line 5," if applicable.
5. Local time, date, and geographical place of incident	1200, 19980512, 10 Miles east of Oslo, Norway (include specific town/city and province). If classified, place on supplemental classified PCR.
6. Circumstances	State all known facts. Identify conjecture or unconfirmed information as such. Narrative of circumstances in sufficient detail to enable CACO to inform NOK. Describe casualty's activity during the incident. If suspected suicide refer to such incidents as alleged or possible self-inflicted pending completion of investigation (i.e. GSW to head; possibly self-inflicted pending completion of investigation).

- Do not use the word "SUICIDE" in the PCR unless it has been determined by competent medical authorities, law enforcement agencies, or by the conclusion of a completed investigation.
7. Unit/POC/telephone number/Duty phone number  
(Ensure that both commercial and DSN telephone numbers are listed)
8. Current location of casualty/POC/telephone number (commercial and DSN)
9. Is an investigation being conducted/agency/POC/telephone number (commercial and DSN)
10. PNOK last name, first name, middle initial, address, telephone number, and relationship to the casualty. Provide directions for rural routes and P.O. Box Addressees
11. SNOK last name, first name, middle initial, address, telephone number, and relationship to the casualty. Provide directions for rural routes and P.O. Box Addressees
12. Did command notify NOK?
13. Remarks
- 1st Bn, 2d Mar, Camp Lejeune, NC, or 1st Bn, II MEF, deployed/1stLt Hugh Maxwell (910) 451-3322 or DSN 751-3222/Duty extension XXXX. (If attached, give parent unit.)
- Hospital/ship where casualty is being treated; if deceased, location of remains or "remains not recovered." If appropriate, state "remains recovered, not identified."
- Yes or no/local police, command, NCIS, FBI, etc./Police Sergeant James Stanton (919) 444-1212.
- If there is more than one PNOK (e.g., parents when there is no spouse or children), include both. State deceased or whereabouts unknown if appropriate.
- If parents, include both. State if deceased or whereabouts unknown if appropriate.
- Yes or no. If yes, give time, date, name, Commercial/DSN telephone number of person who made the notification.
- Include any relevant remarks (e.g., PNOK ill and needs the presence of a physician during notification; servicemember does not want NOK notified; servicemember will be evacuated to Naval Hospital, Rota in about 3 days; supplemental PCR will be submitted; and any special desires of the NOK, if known). Any translator requirements.

FOR ALL MARINES WHO DIE ON  
ACTIVE DUTY INCLUDE:

14. Pay Entry Base Date (PEBD)/Armed Forces Active Duty Base Date (AFADBD)	19820311/19820411
15. Monthly Base Pay/Incentive Pay/Special Pay	2236.00/Flight Pay \$XXX/Foreign Duty Pay \$XXX.
16. Religious Preference	Use Plain Language.
17. Decorations and awards necessary to prepare uniform	Use abbreviations, per IRAM, for weapons qualification; and abbreviations for awards
18. Date latest record of emergency data signed	19860202
19. Death Gratuity Beneficiary on latest signed RED	Name and Relationship only
NOTE: In the event that the Marine is not survived by a lawful spouse or child(ren), the listed Death Gratuity beneficiary on the latest RED will become the recipient	
20. Arrears of Pay	Name and Relationship only
21. State whether command will pay death gratuity	Yes or No
22. Date latest SGLV Form 8286, SGLI election, signed/beneficiary/option. State if SGLV Form 8285 file	19910506 Spouse/Lump Sum; or 19910506/Mother 50 Percent, Father 50 Percent/Lump Sum, etc. No SGLV 8285 on file.
23. Marital Status	Married, Single, Divorced, Separated, etc.
24. Date/Place of Birth	19640123, Miami, FL.
25. Race/Ethnic Code Description	White/None, Black/None, Other/Mexican
26. Date/Place of original entry on active duty	19820802/MEPS, Tampa, FL
27. Dates of Prior Service	19890112-19900112 USA (Refers to member having served in a different branch of service or having a definite break in service greater than 1 day
28. Home of record	St. Petersburg, FL

**OUTLINE FOR PCR  
(FOR USN PERSONNEL ONLY)**

SUBJ: PERSONAL CASUALTY REPORT -- DEATH

- A. GRADE, RATE, FULL NAME OF CASUALTY, SSN, OFFICER DESIGNATOR
- B. STATUS: (ACDU/INACTDUTRA) DUTY STATION/POINT OF CONTACT/TEL  
NUMBER (INCLUDE ALL CACO INFORMATION)
- C. HOSTILE/NON-HOSTILE
- D. DATE, LOCAL TIME OF CASUALTY INCIDENT, PLACE, CIRCUMSTANCES OF  
CASUALTY INCIDENT, CAUSE OF DEATH
- E. LOCATION OF REMAINS: NAME, ADDRESS, TELEPHONE NUMBER OF FUNERAL  
HOME.
- F. PRIMARY NEXT OF KIN: NAME, ADDRESS, RELATIONSHIP  
  
SECONDARY NEXT OF KIN: NAME, ADDRESS, RELATIONSHIP  
  
OTHER NEXT OF KIN: CHILDREN BY FORMER MARRIAGE
- G. NOTIFICATION OF NOK  
  
PNOK: DATE, TIME, NOTIFIED BY WHOM  
  
SNOK: DATE, TIME, NOTIFIED BY WHOM
- H. N/A
- I. DEPENDENCY APPLICATION/RECORD OF EMERGENCY DATA ON FILE - DATE OF  
LAST UPDATE
- J.
  - 1. DEATH GRATUITY BENEFICIARY (NOTE: IT IS PAYABLE FIRST TO  
SPOUSE. IF NONE, TO SVC MEMBER'S CHILDREN. IF NONE, THEN IT  
IS PAYABLE TO PERSON(S) DESIGNATED ON RECORD OF EMERGENCY  
DATA)
  - 2. NAVAL ACTIVITY TO PAY DEATH GRATUITY
  - 3. UNPAID PAY AND ALLOWANCES BENEFICIARY LISTED ON DEPENDENCY  
APPLICATION/RECORD OF EMERGENCY DATA (PAYABLE TO THAT PERSON  
REGARDLESS OF RELATIONSHIP.
- K. REGIONAL CACO COORDINATING ACTIVITY(S)
- L. RACE - RELIGIOUS PREFERENCE - DATE OF BIRTH - MALE OR FEMALE
- M. COMMERCIAL LIFE INSURANCE CO COVERAGE: COMPANY - ADDRESS - POLICY  
NUMBER
- N.
  - 1. PAY GRADE



2. BASIC PAY/SPECIAL PAY
  3. PERIOD OF SERVICE (YRS/MTHS/DYS)
  4. NUMBER OF DAYS ACCRUED LEAVE
  5. AMOUNT OF BAH OR OHA
  6. LOCATION OF PAY RECORD, ACTIONS TAKEN TO FWD TO DFAS,  
CLEVELAND
  7. VETERANS EDUCATIONAL ASSISTANCE PROGRAM (VEAP) CONTRIBUTIONS
  8. ESTIMATED DATE OF MEMBER'S COMMAND TO MAIL MEDICAL & SERVICE  
RECORD TO NPC-621
- O. SGLI COVERAGE (YES/NO) - AMOUNT - BENEFICIARY NAMED ON VA FORM  
29-8286
- P. JAG INVESTIGATION TO BE CONDUCTED (NAME - COMMAND - TELEPHONE  
NUMBER OF INDIVIDUAL CONDUCTING THE INVESTIGATION)
- Q. NAME - ADDRESS - RELATIONSHIP OF PERSON TO RECEIVE PERSONAL  
EFFECTS, ANTICIPATED DATE OF SHIPMENT OF PERSONAL EFFECTS

## **CACO CHECKLIST/GUIDE FOR DEATH CASES**

### **INTRODUCTION**

Assignment as a CACO may be psychologically and emotionally taxing, but may be one of the most rewarding tasks you will ever be assigned as a Marine. As a CACO, you should become intimately familiar with MCO P3040.4, Marine Corps Casualty Procedures Manual (MARCORCASPROCMAN). This Manual has been carefully written to provide the necessary information to make your Casualty Assistance Call a success.

The MARCORCASPROCMAN provides specific instructions regarding the instances when casualty notification is required. Taskings may come from either the CMC (MRC), the cognizant Marine Corps District Headquarters, or your local command. CACO's may be commissioned, warrant, or staff noncommissioned officers.

Casualty assistance normally occurs in five distinct phases: initial notification, subsequent visits, burial, administration, and additional follow up visits.

### **PHASE I: INITIAL NOTIFICATION**

\_\_\_\_\_ Always have a dress or service uniform prepared. Casualty calls come when you least expect them.

\_\_\_\_\_ Open and maintain a case file for 2 years on every casualty call you conduct. Keep copies of all messages, completed claim forms, your Casualty Assistance Call Report (see Phase IV), and a chronological log of every action (time, date, what, who, etc.) you take from the minute you are tasked as the CACO through the administrative completion of all post burial paperwork. This file will be invaluable if inquiries are made after your duties are complete.

\_\_\_\_\_ Be prepared for media interest in casualty cases. Desert Storm demonstrated the media's ability to disregard family sensitivity to "get the story." CACO's should carry telephone numbers for District, Recruiting Region, and HQMC Public Affairs Officers (PAO). CACO's, if confronted by media representatives, should refrain from making comments in deference to the privacy of the family of the Marine in question.

Reporters' questions will be referred to the appropriate PAO. If the situation warrants, CACO's will remain at the residence to screen media at the scene.

\_\_\_\_\_ As soon as you've been assigned as a CACO, immediately verify the casualty and obtain a copy of the PCR released by the parent command. Have them FAX it to you if at all possible.

\_\_\_\_\_ Verify the NOK's name, address, telephone number (include area code), and relationship to the deceased/injured Marine.

\_\_\_\_\_ Call the CMC (MRC) at DSN 426-1177/78 or commercial (703) 696-1177/78 immediately for clarification, authentication, or approval. After normal working hours, the HQMC Casualty Duty Officer may be contacted at DSN 225-7366 or commercial (703) 695-7366.

\_\_\_\_ See G-6/S-6 for checking out a cell phone.

\_\_\_\_ Prepare a calling card with your name and your home and work telephone numbers to give to the NOK upon your arrival.

\_\_\_\_ All notifications will be made in person. Only in the most unusual circumstances will a NOK be notified by other means. Contact the CMC (MRC) if you have any doubts.

\_\_\_\_ Make notification between the hours of 0500 and 2400 unless otherwise directed.

\_\_\_\_ Attempt to find out if the NOK speaks a language other than English. If so, take someone with you who can help interpret your message.

\_\_\_\_ Never go on an initial notification alone. A chaplain, medical officer, or another Marine should accompany you. This individual can provide moral support, physical assistance in the event the NOK becomes seriously ill or aggressive, and verification (witness) of what occurs between you and the NOK.

\_\_\_\_ Prior to departing your office, call the parent command, the hospital or morgue where the remains are located, or any other agency you feel is necessary to obtain additional information which may be helpful. The minor delay is often well worth the investment of time.

\_\_\_\_ Before beginning your notification, ensure you are addressing the right individual. Verbally verify the name of the person and the person's relationship to the Marine. Do not assume anything.

\_\_\_\_ When addressing the NOK, make every effort to display an understanding and helpful demeanor which will give comfort to the bereaved NOK. An overly formal approach or a flippant manner can seriously damage the Marine Corps reputation with the NOK, and possibly an entire community. Try to put the NOK at ease and let the NOK know the Marine Corps will help in any way possible.

\_\_\_\_ Using discretion, advise the NOK of all known details surrounding the death. Use the information contained in the PCR. Do not embellish it with speculation or unsubstantiated information.

\_\_\_\_ If death occurred by other than natural causes, tell the NOK the matter is being investigated and they will be entitled to a copy of the final report. Line 9 of the PCR will note if an investigation is being conducted. Verify the parent command's intentions and follow this up until the NOK have a copy of the investigation, if they desire one. Copies of the final report may be ordered from the Office of the Judge Advocate General of the Navy. Copies of criminal, police, NCIS, etc., reports may also be requested by the NOK. Notify the CMC (MRC) if the NOK desire copies of these reports. Request autopsies through the office of the civilian authorities performing it or through the patient administration office if performed in a military hospital. Autopsies from aircraft incidents may be requested through the Armed Forces Institute of Pathology, Building 54, Room G066, Washington, DC 20306-6000.

\_\_\_\_\_ Ask the NOK if they desire a specific person (Marine, civilian, family member, or member of any branch of the Armed Forces) to act as a body escort. If not, the parent command will assign a Marine as personal escort (Chapter 3). Relay the NOK's desires for a special escort to the CMC (MRC) immediately. Though assigning a family member as escort may cause additional logistical problems, it is the family's prerogative, and their wishes will be honored if possible.

\_\_\_\_\_ Determine if there are any immediate family members serving in the Marine Corps or other military services. If so, contact the CMC (MRC). These personnel will be notified through the proper military chain of command.

\_\_\_\_\_ Determine if the deceased is legally responsible for any children (legitimate or illegitimate).

\_\_\_\_\_ Explain that benefits are established by Federal law and payments will be made without the need of a civilian attorney.

\_\_\_\_\_ Obtain the SSN(s) of the death gratuity beneficiary(ies) and pass to the CMC (MRC) for payment.

\_\_\_\_\_ Answer any immediate questions the NOK may have, and arrange for a second visit (within 24 hours) to discuss funeral arrangements and other benefits, as appropriate.

\_\_\_\_\_ Give the NOK your calling card with your work, duty, and home telephone numbers where they can contact you for any assistance.

\_\_\_\_\_ Express to the NOK your sincerest condolences on behalf of all Marines and then depart by telling them you'll return the following day to help with funeral arrangements. Before you go, encourage the NOK, especially if it is a spouse or a single parent, to have someone (family member, neighbor, friend, etc.) nearby to provide comfort and physical assistance, if necessary. Your first visit may take as much time as you deem appropriate. Leave the family alone in their time of grief if you sense that is their desire.

\_\_\_\_\_ Casualty assistance will be your primary duty until all the necessary paperwork is completed after burial. Expect to spend a good deal of time with the family in the next few days. The entire casualty assistance process may take several months to complete.

\_\_\_\_\_ Write everything down. Don't rely on your memory.

\_\_\_\_\_ Communicate with the appropriate Marine Corps District or, if overseas, the unit that assigned you, the time of notification, any relevant information given by the NOK, and any problems. This should be accomplished by a phone call

## **PHASE II: SUBSEQUENT VISITS**

Specific items to be addressed during the second and subsequent visits will be: arrival of the remains (if known), selection of a funeral

director (if desired), death certificate/report of casualty, burial entitlements/allowances, headstone, memorial flag, military honors for burial and other funeral arrangements, and payment of the death gratuity.

Henceforth, your vocabulary will include words such as burial, remains, deceased, morticians, death, and funerals. You may not be comfortable with these words. You will be even less comfortable discussing them with the NOK. Don't be overly euphemistic, and don't hesitate to use the deceased Marine's first name when speaking with the NOK.

Prior to the second visit to the family attempt to find the answers to the following questions:

\_\_\_\_ Are the remains going to be recovered and are they viewable?

\_\_\_\_ Who is the death gratuity, pay arrears, and/or SGLI beneficiary?

\_\_\_\_ Can I deliver the death gratuity check on my next visit?

\_\_\_\_ What was the Marine's status at the time of death? Was he/she UA, a deserter, killed while committing a crime, involved in activities which would discredit the Marine Corps? These conditions surrounding a Marine's death affect pay and allowances, death benefits, DoVA benefits, etc. The circumstances surrounding the death will not...repeat, will not...affect the manner in which you conduct yourself with the family. They still deserve the utmost respect and the best service you can provide.

\_\_\_\_ Does the Marine rate a posthumous promotion?

\_\_\_\_ Are there any additional details surrounding the death that should be passed on to the NOK?

\_\_\_\_ What military funeral honors does this Marine rate? What does a simple or full honors funeral consist of? How can I best explain this to the family?

\_\_\_\_ What is the status of the personal effects shipment? Are there any problems which might cause a delay?

\_\_\_\_ Are the NOK going to move within the next 60 days? If so, get the new address.

#### **FUNERAL ARRANGEMENTS**

\_\_\_\_ Tell the family if the remains are viewable or not. If not, discourage them from viewing. If they insist upon viewing the remains, get the funeral director to help with this delicate matter.

\_\_\_\_ Tell the family if the remains are not going to be recovered. If the Marine died in an accident at sea, it is very likely that the remains will not be recovered. The Navy does not conduct salvage operations to recover remains. The Naval Services consider the sea a

fit and proper resting place for its servicemembers.

\_\_\_\_\_ Determine if the family of a Marine in an active duty status wants a Blue Dress "B" uniform placed on the remains. If the deceased Marine had a serviceable Blue Dress uniform, have it cleaned (using the appropriation listed below) and use it. If requested and there is no uniform with the remains, the CACO will get one from the closest Marine Corps Exchange or the Navy Uniform Mail Order Shop, 1545 Cross Ways Boulevard, Suite 200, Chesapeake, VA 23320, or call 800-368-4088.

Appropriation data is as follows:

9750130. 188M 000 00018 M 060956 2D LNT000 00018599003T.

(NOTE: The NOK of former and retired Marines must purchase the Blue Dress uniform using their own funds.)

\_\_\_\_\_ Determine the family's desires concerning the disposition of the remains, in what cemetery the body will be interred, or if cremation of the remains is desired. If the body will be buried in a location other than the Marine's hometown, and transportation for the NOK is required to and from the funeral, ITO's need to be initiated as soon as possible.

The Government will transport the spouse and children or the parents (if there is no spouse or children) to and from the funeral. Per diem is authorized for 2 days.

\_\_\_\_\_ Determine what funeral home will be used, if any. Get a point of contact, a telephone number, and an address. (Pass this information on to the CMC (MRC) immediately.) Contact the funeral home immediately to set the foundation for future liaison. Determine what their charges would be for various services. Compare these charges with the authorized Government payments for these services, noted below.

\_\_\_\_\_ Tell the family what military honors the Marine is eligible for. Determine their wishes in regards to burial and honors.

\_\_\_\_\_ Tell the family if their requested body escort will be available or if another Marine will be handling that assignment.

\_\_\_\_\_ Explain to the family how the remains will be prepared (at Government expense), shipped, escorted, and received. Arrange for escort by coordinating with the unit's Personnel Office to cut escort orders per the ACTS Manual (MCO P1000.6\_).

\_\_\_\_\_ Preparation and Encasement (including cremation):

1. Preparation and encasement may be provided by the Government at a military facility, military contract facility, or civilian facility on a one-time contract with the Government.

2. The PNOK will be offered a choice of either the specification 18 gauge metal sealer casket or the specification hardwood casket for burial. Offering the specification hardwood casket for burial will require extra care and judgement by decedent/mortuary affairs officers, CACO's, and any other persons/agencies involved in the care and disposition of remains. The specification hardwood casket is not a sealer (airtight) casket, and it will not be used for non-viewable

remains that cannot be dressed, and must be wrapped. Questions regarding choice of caskets, their specifications, etc., should be referred to the local mortuary affairs office for their assistance.

3. If the PNOK does not want the Government to arrange the preparation and encasement, reimbursement is limited to the amount it would have cost the Government at a military contract facility, \$1,750.00. This method will cause the PNOK to pay for any excess costs. Encourage the PNOK to use the Government provided services, but if the PNOK does not desire to do so, obtain a signed statement to this effect.

\_\_\_\_ Interment

1. A maximum of \$3,100 may be reimbursed if the deceased is interred in a private cemetery.

2. A maximum of \$2,000 may be reimbursed if the remains are consigned to a funeral director for burial in a national or other government cemetery, or if the remains are consigned to a naval activity for burial at sea.

\_\_\_\_ Memorials. A maximum of \$2,000 may be reimbursed towards a memorial service, plaque, or plot if there are no remains. Claims must be made within 2 years of the death notification to the NOK.

\_\_\_\_ Shipment of Remains

\_\_\_\_ Coordinate with the parent command regarding the shipment of remains. Remains normally arrive at their destination within 3 working days when the death is within the CONUS. Be aware that remains shipped from overseas may take from 7 to 10 days to arrive in the CONUS, due to customs, autopsy, flight scheduling, etc. Don't promise the NOK anything in this regard. Encourage the NOK to delay finalizing funeral arrangements until remains have arrived.

\_\_\_\_ If the NOK requests an indirect routing, see paragraph 2004.5e of the reference.

\_\_\_\_ Arrange for the funeral director (or cemetery superintendent if no funeral director is used) to meet you at the airport, train station, etc., when the deceased arrives with his/her escort.

\_\_\_\_ Headstone or Marker. The DoVA will provide a headstone or marker. The DoVA does not provide reimbursement for headstone or marker purchased from a commercial source, see paragraph 2004.5g of the reference for details.

\_\_\_\_ Help the family to schedule viewings, memorial services, etc., as appropriate.

\_\_\_\_ Advise the NOK they will receive an official Report of Casualty (DD Form 1300) from the CMC (MRC).

\_\_\_\_ Deliver the Death Gratuity check, if possible.

\_\_\_\_\_ Advise the NOK that you will call them from the funeral home (or cemetery) and arrange for them to meet you there to view the remains, if they so desire, after you have time to inspect the remains.

\_\_\_\_\_ Have the escort positively identify the deceased, if possible.

\_\_\_\_\_ Inspect the remains for uniform cleanliness and correctness, and the mortician's preparation of the body. The funeral director may be called upon to render an opinion in this matter. They are normally very helpful.

### **PHASE III: BURIAL**

The OIC of the funeral should be someone other than the CACO. The CACO will have enough to do taking care of the families needs, without having to worry about getting a firing detail together and auditioning buglers. However, if the CACO should have to act as the OIC of the funeral detail, the following suggestions pertain.

\_\_\_\_\_ Make liaison with the superintendent of the cemetery to identify any trouble spots. It may save you from an embarrassing situation on the day of the burial. Normally, at a minimum, two copies of the escort's orders are needed for entry into a national cemetery. Check in advance to see what else they will need. The cemetery superintendent will order the headstone or marker from the DoVA if the NOK desires.

Ensure that the information you give him/her, i.e., full name, grade (watch out for posthumous promotions), religion, date of birth, date of death, branch of service (Regular or Reserve), location of death, is completely accurate.

\_\_\_\_\_ Full military honors consist of an OIC, a seven person firing detail, six bodybearers, a bugler, and a priest/rabbi/minister. Full honors can be rendered with fewer personnel. For instance, four of the bodybearers may perform as the firing detail and a cassette tape (hidden behind a distant headstone or hedgerow) may be used to play "Taps." If you use a real bugler, ensure, repeat ensure, you audition him/her prior to the actual burial ceremony. If you can't get a military musician, request the services of a local high school (maybe the Marine's alma mater) bugler or trumpet player. See NAVMC 2691 and Chapter 4 of this Manual for the specific procedures for military honors and burials. Use ceremonial (slow) hand salutes at all times. Be aware that smoothly maneuvering a casket containing a 200-plus pound Marine is much more difficult than it looks, particularly when it is raining, windy, and cold.

\_\_\_\_\_ Arrange for a floral tribute for Marines who die on active duty (cost not to exceed \$75.00); direct the vendor to send the invoice to the Morale, Welfare and Recreation Support Activity (MWF-1), 3044 Catlin Avenue, Quantico, VA 22134-5099; include a copy of the DD Form 1300 or the decedent's name, grade, and SSN; place "United States Marine Corps" on all cards and banners attached to the tribute.

\_\_\_\_\_ Memorial flags are normally delivered to the spouse of the deceased (if the Marine was married) and also to the parents if they are the PNOK. The casket will normally arrive from the parent command with



the flag already draped over the casket. If you need one in an emergency, simply see your local DoVA or U.S. Post Office. They routinely carry extra flags for this purpose.

\_\_\_\_\_ The OIC will usually hand the memorial flag that draped the casket to the PNOK or whoever they designate. A recommended offering of condolences is spelled out in NAVPERS 15955-F. This will be another occasion that will test your emotions tremendously. The escort should come with a copy of this small blue book, but you should also have a copy on hand for ready reference.

\_\_\_\_\_ To personalize the flag, one of the deceased Marine's identification tags and/or one of the expended blank cartridges used during the ceremonial firing may be placed inside of the memorial flag after it is folded.

#### **PHASE IV: ADMINISTRATION**

\_\_\_\_\_ A few days following the death, you will receive a CACPAC from the CMC (MRC). This package may contain the following:

- the Report of Casualty (DD Form 1300) (This is the military equivalent of a civilian death certificate and, when certified, is accepted by banks, financial institutions, and insurance companies.)
- claim for SGLI death benefit
- posthumous promotion warrants (in some cases)
- claim for Unpaid Military Compensation (Arrears of Pay)
- claims for the DoVA Benefits (Dependency and Indemnity Compensation and Death Pension (VA Form 21-534), and Headstone/Grave marker) (VA Form 40-1330)
- claim certification and voucher for Death Gratuity Payment (if not previously paid)
- Casualty Assistance Call Report (1770)
- Honorable Service Certificate
- Gold Lapel Button to be presented to the NOK
- other pertinent forms if the NOK was a dependent of the deceased Marine
- request for payment of funeral and/or interment (DD Form 1375)

#### **EXPLAIN THE FOLLOWING, IF APPLICABLE**

\_\_\_\_\_ Allotments. All pay and allotments stop on the date of death.

Any financial obligations previously paid by allotment must be taken care of immediately.

\_\_\_\_ Death Gratuity. Death gratuity is a lump-sum \$6,000 payment intended to help the proper recipient meet immediate living expenses. ANY AMOUNT OVER \$5,000 IS TAXABLE.

\_\_\_\_ Arrears of Pay. All arrears of pay are paid to the surviving beneficiary(ies) designated by the Marine (with a signature) on the most recent signed RED. The claim form will be sent to the designated beneficiary by the CMC (MHP-10) or included in the CACAPAC. ALL OF THIS AMOUNT IS TAXABLE.

\_\_\_\_ Life Insurance. The CMC (MHP-10) certifies the SGLI payment and sends the claim forms directly to eligible recipients. The Marine Corps is not responsible for settling of any civilian insurance claims. SGLI RECEIPTS ARE NOT TAXABLE.

\_\_\_\_ Transportation of Dependents. Dependents are authorized transportation to the Marine's home of record, their residence, or any other location within the CONUS.

\_\_\_\_ Transportation of Household Goods/Personal Effects

\_\_\_\_ The dependents are authorized a household goods move to the Marine's home of record, the PNOK's residence, or the residence of any other NOK authorized to receive personal effects. The authorization to move or place the effects/goods in nontemporary storage is effective for 1 year after the Marine's death. Send requests for extensions to the CMC (LFT-4). Temporary storage is authorized up to 180 days at the destination. If the PNOK desires nontemporary storage, immediately notify the transportation office handling the shipment.

\_\_\_\_ Personal effects will be sent to the PNOK as soon as possible.

\_\_\_\_ Vacating Government Quarters. Dependents are authorized to continue residing in military quarters, at Government expense, 90 days after a Marine's death. Extension requests should be submitted by the PNOK to the base commander via the appropriate base housing office. If granted, there will be a rental charge applied.

\_\_\_\_ BAQ/VHA. The DFAS-KC pays BAQ/VHA at the sponsor's current rate for 180 days. A lump sum payment is made directly to the authorized NOK. CACO's will immediately notify the DFAS-KC by message of the NOK's new address and date Government quarters were vacated if occurring within 180 days of the date of death.

\_\_\_\_ Uniformed Services Identification and Privilege Card (DD Form 1173). When a Marine dies, the CACO must make sure that eligible family members are issued new ID cards as soon as possible.

\_\_\_\_ Benefits to Minor Children. Minor children cannot be paid benefits directly. In most cases, a legal guardian of the child's estate will receive the benefits for the child. CACO's assigned to NOK who are minor children should help ensure that legal guardianship is established within a reasonable time following the Marine's death. Illegitimacy of the child may complicate matters, however, benefits

cannot be paid until this is accomplished.

\_\_\_\_ Survivor Benefit Plan (SBP). Active duty Marines who are retirement eligible (20 years of active service) and retired Marines who elected SBP are covered by the plan. SBP is a monthly benefit paid to the surviving spouse.

\_\_\_\_ Dependency and Indemnity Compensation (DIC). Survivors of Marines who die on active duty or veterans dying from a service-connected disability, as determined by the DoVA, may be eligible for DIC. Survivors may include spouse, children, or dependent parents. Benefits are \$769 per month regardless of paygrade. Submit claims for DIC on VA Form 21-534 or 21-535 (whichever is applicable) to the nearest DoVA office which will determine any possible entitlement. The appropriate form(s) are in the CACPAC.

\_\_\_\_ Social Security Administration (SSA) Benefits. Survivors of deceased Marines may be eligible for SSA benefits including a \$255 lump-sum payment. Surviving spouses may be disqualified for any benefits if the spouse was separated from the Marine at the time of death. Submit claims for benefits on the Application For Survivors Benefits, VA Form SSA-24, which is included in the CACPAC as an attachment to the DIC claim form.

\_\_\_\_ Income Taxes. Pay arrears and some of the death gratuity may be taxable. The Treasury Form W-2 is forwarded to the NOK once arrears of pay have been paid. Contact the local Internal Revenue Service office for additional details.

\_\_\_\_ Employment Preference. The unremarried widow(er), and in some cases a deceased Marine's mother may be eligible for some Federal Government employment preference benefits. Consult the nearest Federal Job Information Center of the U.S. Office of Personnel Management or the DoVA for information.

\_\_\_\_ Educational Opportunities

1. NOK can get a pamphlet on scholarships for a deceased Marine's unmarried dependent children from the Chief, Bureau of Naval Personnel (PERS 213D), Washington, DC 20370-5640 and from the American Legion, National Headquarters, P.O. Box 1055, Indianapolis, IN 46206.

2. Some states have scholarship assistance for the family members of deceased military personnel. Advise the NOK to check with the local state board of education.

3. Advise the NOK to contact the nearest DoVA office for possible educational benefits administered by that agency.

\_\_\_\_ Deliver any pending awards or promotion warrants, the honorable service certificate and lapel button, and assist in filling out all the claim forms. Bring the completed claim forms back to your office and reproduce two complete copies. Keep one copy in your case file and mail or deliver a copy to the NOK. Be aware that these benefit claims may not represent all death entitlements. You should contact the local DoVA and Social Security offices to see if the NOK rates any benefits unique to that current state of legal residence.

\_\_\_\_\_ Remember that you are merely an agent to assist in the interpretation and completion of these forms. Do not get involved as a representative of the U.S. Marine Corps or U.S. Government in passing personal opinions or making promises you or the Government cannot keep.

\_\_\_\_\_ In the course of follow up telephone calls with the parent command, inquire about the status of the inventory and shipment of the deceased Marine's personal effects. These can become a very sensitive issues with the NOK. Request the parent command expedite shipment as soon as you get a delivery address from the NOK. You can have the parent command ship the personal effects to you for delivery to the NOK. In either event, ensure you or the parent command check them for embarrassing items prior to delivery.

#### **PHASE V: FOLLOW UP VISITS**

\_\_\_\_\_ Complete and return the Casualty Assistance Call Report to the CMC (MRC) within 30 days of receipt. Note any problems you had or you anticipate.

\_\_\_\_\_ Over the course of the next few weeks and months continue to remain in touch with NOK to check on the progress of death benefit payments, investigation reports, arrival of personal effects, and their general welfare. You'll find out later just how much this is really appreciated.

\_\_\_\_\_ The Marine Corps stands to gain or lose a tremendous amount of respect from all you do or fail to do during a casualty assistance call. The smallest of details take on extreme importance.

\_\_\_\_\_ Upon completion of your casualty assistance duties, organize the casualty case file, reproduce it so you have a copy for your records, and mail the original to the CMC (MRC).

## **CACO CHECKLIST/GUIDE FOR ILLNESS-INJURY CASES**

### **INTRODUCTION**

Assignment as a CACO may be psychologically and emotionally taxing, but may be one of the most rewarding tasks you will ever be assigned as a Marine. CACO's assigned to illness/injury cases require just as much preparation and diligence as those for death cases. Illnesses and injuries can quickly become life-threatening or fatal. As a CACO, you should become intimately familiar with MCO P3040.4, Marine Corps Casualty Procedures Manual (MARCORCASPROC MAN). This Manual has been carefully written to provide the necessary information to make your Casualty Assistance Call a success.

The MARCORCASPROC MAN provides specific instructions regarding the instances when casualty notification is required. Taskings may come from either the CMC (MRC), the cognizant Marine Corps District Headquarters, or your local command. CACO's may be commissioned, warrant, or staff noncommissioned officers. Casualty assistance for ill or injured Marines normally occurs in three distinct phases: initial notification, subsequent visits, and additional follow up visits.

### **PHASE I: INITIAL NOTIFICATION**

\_\_\_\_\_ Always have a dress or service uniform prepared. Casualty calls come when you least expect them.

\_\_\_\_\_ Open and maintain a case file for 2 years on every casualty call you conduct. Keep copies of all messages, and a chronological log of every action (time, date, what, who, etc.) you take from the minute you are tasked as the CACO through the follow up visits. This file will be invaluable if inquiries are made after your duties are complete.

\_\_\_\_\_ Be prepared for media interest. Desert Storm demonstrated the media's ability to disregard family sensitivity to "get the story." CACO's should carry telephone numbers for District, Recruiting Region, and HQMC Public Affairs Officers (PAO). CACO's, if confronted by media representatives, should refrain from making comments in deference to the privacy of the family of the Marine in question. Reporters' questions will be referred to the appropriate PAO. If the situation warrants, CACO's will remain at the residence to screen media at the scene. In addition to the media desiring to talk to and photograph the family, they will ask to interview and photograph the injured Marine. Coordination with the District PAO, Recruiting Region PAO, the hospital PAO, and HQMC/Public Affairs Media (as appropriate) is essential in these cases.

\_\_\_\_\_ As soon as you've been assigned as a CACO, immediately attempt to obtain a copy of the PCR released by the parent command. Have them FAX it to you if at all possible.

\_\_\_\_\_ Verify the NOK's name, address, telephone number (include area code), and relationship to the ill/injured Marine.

\_\_\_\_\_ Call the CMC (MRC) at DSN 426-1177/78 or commercial (703) 696-1177/78 immediately for clarification, authentication, or approval. After normal working hours the HQMC Casualty Duty Officer may be contacted at DSN 225-7366 or commercial (703) 695-7366.

\_\_\_\_\_ All notifications will be made in person. Only in imminent death cases (VSI) will a NOK be notified by other means. When the NOK has been notified by telephone, this does not nullify your responsibility to make a personal notification visit. Contact the CMC (MRC) if you have any doubts.

\_\_\_\_\_ Do not make notification between the hours of 2400 and 0500 unless directed. In cases where the Marine is not expected to live, and the NOK's presence is requested at bedside, this rule may be waived. Contact the CMC (MRC) for guidance.

\_\_\_\_\_ Attempt to find out if the NOK speaks a language other than English. If so, take someone with you who can help interpret your message.

\_\_\_\_\_ Never go on an initial notification alone. A chaplain, medical officer, or another Marine should accompany you. This individual can provide moral support, physical assistance in the event the NOK becomes seriously ill or aggressive, and verification (witness) of what occurs between you and the NOK.

\_\_\_\_\_ Prior to departing your office, call the parent command or the hospital where the Marine is located, or any other agency you feel is necessary to obtain additional information which may be helpful. The minor delay is often well worth the investment of time.

\_\_\_\_\_ Prepare a calling card with your name, home and work telephone numbers to give to the NOK.

\_\_\_\_\_ NOK may travel, at Government expense, to the bedside of an ill/injured Marine only if the Marine's condition is SI or VSI and the NOK's presence is requested by the attending physician. The physician's request must be in writing and must be endorsed, in writing, by the head of the medical facility. Except for imminent death cases, this documentation must reach the CMC (MRC) prior to travel. If the presence of the NOK is requested by the attending physician, arrange for administrative support so a GTR and letter orders can be generated expeditiously. Upon determining that the NOK desire to travel to bedside, telephone the details to the administrator standing by. This will save a great deal of precious time.

NOTE: 1) Only two individuals (spouse and child, or parents) may travel to the bedside of a SI or VSI Marine. Only transportation is reimbursed. NO PER DIEM IS AUTHORIZED. Ensure the NOK understand this. Contact the CMC (MRC) for guidance if irregularities exist.

NOTE: 2) NOK may be reimbursed for travel by POV or by common commercial carrier. Chartered planes and rental cars are not authorized.

NOTE: 3) Travel to a hostile fire area will not be authorized.

NOTE: 4) ITO requests must be generated by the CACO. Requests made by the NOK or on behalf of the NOK by other than the CACO will not be favorably considered.

NOTE: 5) No person will commit the Marine Corps to issuing an ITO before it is approved by the CMC (MRC).

NOTE: 6) ITO's will not be issued to the bedside of "brain dead" Marines. ITO's are granted for the well-being of the Marine, not to comfort bereaved NOK.

\_\_\_\_ If travel to bedside involves international travel, research how passports can be obtained in your area. Obtain telephone numbers and determine what documentation is required so you can relay this information to the NOK.

\_\_\_\_ Before beginning your notification, ensure you are addressing the right individual. Verbally verify the name of the person and the person's relationship to the Marine. Do not assume anything.

\_\_\_\_ When addressing the NOK, make every effort to display an understanding and helpful demeanor which will give comfort to the NOK. An overly formal approach or a flippant manner can seriously damage the Marine Corps reputation with the NOK, and possibly an entire community. Try to put the NOK at ease and let the NOK know the Marine Corps will help in any way possible.

\_\_\_\_ Using discretion, advise the NOK of all known details surrounding the illness/injury. Use the information contained in the PCR. Do not embellish it with speculation or unsubstantiated information. Provide telephone numbers for the attending physician, medical facility, parent command, etc., so NOK can contact the persons directly involved in the case.

\_\_\_\_ Most injury cases require an investigation. Tell the NOK they will be entitled to a copy of the final report. Line 9 of the PCR will note if an investigation is being conducted. Verify the parent command's intentions and follow this up periodically. Copies of the final report may be ordered from the Office of the Judge Advocate General of the Navy (33), 200 Stoval Street, Alexandria, Virginia 22332. Copies of criminal, police, NCIS, etc., reports may also be requested by the NOK. Notify the CMC (MRC) if the NOK desire copies of these reports. The letter contained in figure 2-6 of the reference can be modified to request injury investigations. Note the different codes, (33) for death investigations and (21) for injury investigations.

\_\_\_\_ Answer any immediate questions the NOK may have.

\_\_\_\_ Ensure the NOK has your work, duty, and home telephone numbers where they can contact you for any assistance.

\_\_\_\_ Express to the NOK your sincerest concerns on behalf of all Marines and then depart by telling them you'll contact them on the following day to answer any further questions and to pass along any additional information.

\_\_\_\_\_ Write everything down. Don't rely on your memory.

\_\_\_\_\_ Tell the appropriate Marine Corps District or, if overseas, the unit that assigned you, the time of notification, any relevant information given by the NOK, and any problems.

## **PHASE II: SUBSEQUENT VISITS**

Prior to the second visit to the family attempt to find the answers to the following questions:

\_\_\_\_\_ Has the Marine's condition or location changed? If so, get details concerning the change.

\_\_\_\_\_ If the presence of the NOK is warranted and requested by the attending physician, have the GTR and letter orders been prepared?

\_\_\_\_\_ Do the NOK understand that only transportation will be paid by the Government? Do they need financial assistance from Navy Relief or a local benevolent association? Do the NOK have appropriate passports, visas, etc.?

\_\_\_\_\_ On the second visit, relay any additional information concerning the Marine's condition or location to the NOK.

\_\_\_\_\_ If applicable, present the NOK with the GTR and letter orders for travel to the bedside of the SI or VSI Marine. Instruct them to keep in touch with you throughout their stay. Only in extremely rare circumstances will the visit to bedside exceed 5 days. Remind the family that per diem is not authorized and all their living expenses while at the bedside will be borne by the NOK.

\_\_\_\_\_ Determine if the NOK has any questions or concerns you can help them with. If not, and the NOK are not traveling, this will probably be your last visit with the family. Should the Marine's condition or location change, a telephone call to apprise the family of the change will usually be sufficient. Should the Marine's condition worsen or become fatal, return to the beginning of this checklist or turn to the CACO Checklist for Death Cases, enclosure 3 of this Order, as appropriate.

## **PHASE III: FOLLOW-UP VISITS**

\_\_\_\_\_ If the NOK traveled to the bedside of the ill/injured Marine, upon their return, a travel voucher must be prepared for each person who traveled at Government expense. Submit the completed vouchers with the GTR or travel receipts and a copy of the letter orders to the CMC (MRC) for processing. DO NOT under any circumstances send the vouchers directly to the DFAS. This will cause an unnecessary delay in payment. It is not necessary to submit receipts for living expenses because per diem is not authorized and these expenses will not be reimbursed.



Instruct the family that reimbursement for POV or commercial travel not covered by a GTR will take up to 2 months to receive after submission of the documentation to the CMC (MRC). Checks will be mailed directly to the NOK.

\_\_\_\_\_ This should conclude your casualty assistance to NOK of ill or injured Marines.

\_\_\_\_\_ Organize the casualty case file, reproduce it so you have a copy for your records, and mail the original to the CMC (MRC). Maintain the casualty case file for 2 years.

## CASUALTY REACTION BOARD CHECKLIST

\_\_\_\_ Immediately after a casualty occurs, telephone the CMC (MRC) with preliminary information. [Command or CDO/OOD after hours]

\_\_\_\_ Telephone the Marine Corps District where the NOK live, alert them to the casualty, and give them current facts. [Command]

\_\_\_\_ If the NOK live in the local area, tell the Marine Corps District that your unit will make notification. Inform the District when notification has been made. [Command]

\_\_\_\_ Submit PCR per paragraph 1001. Submit supplemental reports, as necessary. [Adjutant]

\_\_\_\_ Make sure proper addressees are included, especially the DFAS, Marine Corps District, and the Naval Office of Medical/Dental Affairs. [Adjutant]

\_\_\_\_ If remains are with unit, properly identify and transfer with health and dental records to a medical facility. [Medical Personnel]

\_\_\_\_ FAX a copy of the SGLI election form to the CMC (MRC) at DSN 426-2072 or commercial (703) 696-2072. [Personnel Officer]

\_\_\_\_ Inventory and ship personal effects per MCO P4050.38. Also included are household effects in authorized quarters, and vehicles the Marine had at those quarters, place of duty, or at the time of death. [Supply]

\_\_\_\_ Immediately coordinate with the local transportation office if the local supply section cannot ship the effects. See MCO P4050.38 and paragraph 3006 of this Manual. [TMO/Supply]

\_\_\_\_ Convene an investigation, if required, and forward an advance copy to the Judge Advocate General of the Navy (33), 200 Stoval Street, Alexandria, VA 22332-2400. Forward original investigation through the appropriate chain of command. [SJA/SAFETY/PMO/COMMAND as appropriate]

\_\_\_\_ Send a condolence letter to the PNOK and SNOK within 48 hours. [Commanding Officer]

\_\_\_\_ Coordinate with appropriate Naval Hospital, Naval Office of Medical/Dental Affairs, or cognizant military medical facility about shipment of remains. [Medical Personnel]

\_\_\_\_ Close out and forward SRB/OQR to the CMC (MRC) within 48 hours of the death. [Personnel Officer]

\_\_\_\_ Contact the CMC (MRC) immediately if there are any problems. [G-1]

\_\_\_\_ Enter the required unit diary statements into the Marine Corps Total Force System (MCTFS). [Personnel Officer]

## FREQUENTLY CALLED NUMBERS

### HEADQUARTERS MARINE CORPS

HQMC CASUALTY SECTION (MRC):	1-877-663-6772 FAX (703) 784-2072
MARINE CORPS COMMAND CENTER AFTER HOURS REPORTING (CASUALTY DUTY OFFICER)	DSN 225-7366 Com1 (703) 695-7366
DFAS RETIRED AFFAIRS SECTION CASUALTY REPORTING	1-800-269-5170
HQMC DECORATIONS AND AWARDS BRANCH (MMMA)	DSN 278-9206
NAVY UNIFORM MAIL ORDER SHOP	1-800-368-4088
ARLINGTON NATIONAL CEMETERY	Com1 (703) 695-3250/3255

### MARINE FORCES PACIFIC

MARFORPAC G-1 (ADJ)	Com1 (808) 477-8465
MARFORPAC COMMAND CENTER	Com1 (808) 477-0077

### HAWAII CONTACTS

BASE CDO	Com1 (808) 257-7700
AC/S G-1 (ADJUTANT), MCBH	Com1 (808) 257-7711
TRIPLER LIAISON	Com1 (808) 433-6614
CASTLE MEDICAL HOSPITAL	Com1 (808) 263-5500
NAVY PSD	Com1 (808) 471-2405 ext 201
KONA MEDICAL HOSPITAL (BIG ISLAND)	Com1 (808) 322-3911
PUNCHBOWL CEMETARY	Com1 (808) 566-1430

### OTHER MILITARY SERVICES

NAVAL OFFICE OF MEDICAL/ DENTAL AFFAIRS	1-800-876-1131
BUPERS CASUALTY OFFICE	Com1 (901) 876-3071
AIR FORCE CASUALTY	Com1 (512) 652-3505
ARMY CASUALTY	Com1 (703) 325-8629

**MARINE CORPS DISTRICTS**

1st MCD, Garden City, NY: DSN NONE  
Coml (516) 228-5666/7  
FAX (516) 228-5645

4th MCD, New Cumberland, PA: DSN 977-4700  
Coml (717) 770-4524/5  
FAX (717) 770-4533/4641

6th MCD, Parris Island, SC: DSN 832-2766  
Coml (803) 525-2770  
FAX (803) 525-3034

8th MCD, New Orleans, LA: DSN 678-2361  
Coml (504) 361-2361  
FAX (504) 361-2734

9th MCD, Kansas City, MO: DSN 894-3887  
Coml (816) 843-3884/7  
FAX (816) 843-3964

12th MCD, San Diego, CA: DSN 524-5572  
Coml (619) 542-5559  
FAX (619) 542-5552

**TRANSPORTATION OFFICES FOR OVERSEAS TRAVEL**

Dover AFB: DSN 455-6892/6186  
Coml (302) 678-6892/6186

Travis AFB: DSN 837-5168/5252  
Coml (707) 424-5168/5252

REQUIRED ADDRESSES FOR  
PERSONNEL CASUALTY REPORTS

INJURY / ILLNESS

TO: CMC WASHINGTON DC//MHP-10//  
BUMED WASHINGTON DC//332//  
MEDDEN AFFAIRS GREAT LAKES IL//02C//  
(ADD APPROPRIATE MARINE CORPS DISTRICT)//ADJ//

INFO: COMMARFORPAC  
(ADD APPROPRIATE CHAIN OF COMMAND)  
CMC WASHINGTON DC//SD//  
COMNAVSAFECEN NORFOLK VA//10/30/40/47/50//

DEATH

TO: CMC WASHINGTON DC//MHP-10//  
BUMED WASHINGTON DC//332//  
MEDDEN AFFAIRS GREAT LAKES IL//02C//  
(ADD APPROPRIATE MARINE CORPS DISTRICT)//ADJ//

INFO: COMMARFORPAC  
(ADD APPROPRIATE CHAIN OF COMMAND)  
CMC WASHINGTON DC//SD//  
DFAS-KANSAS CITY CENTER KANSAS CITY MO//FJJS//  
NAVMEDINFOMGMTCEN BETHESDA MD//04//  
NAV JAG WASHINGTON DC//33//  
SECNAV WASHINGTON DC//JJJ/WHLO//  
FHTNC NORFOLK VA  
ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//  
AFIP-CME//  
COMNAVSAFECEN NORFOLK VA//10/30/40/47/50//

NAVY DEATH/INJURY

TO: MILMEDSUPPOFF GREAT LAKES IL//03B2//  
COMNAVMILPERSCOM MILLINGTON TN//PERS-621//  
COMNAVMILPERSCOM JACKSONVILLE FL//N11//

INFO: 60SVS TRAVIS AFB CA//SVD//  
AMCROSS WASHINGTON DC//JJJ//  
ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//AFIP-CME//  
CHINFO WASHINGTON DC//JJJ//  
CINCPACFLT PEARL HARBOR HI//JJJ//  
DFAS CENTER CLEVELAND OH//JJJ//  
PCSVS CLEVELAND OH//JJJ//  
EPMAC NEW ORLEANS LA//EP150//  
FHTNC NORFOLK VA//JJJ//  
BUMED WASHINGTON DC//33//  
COMNAVREG PEARL HARBOR HI//01//N1//  
COMSUBPAC PEARL HARBOR HI//JJJ//  
COMNAVSAFECEN NORFOLK VA//10/30/40/47/50//  
CMC WASHINGTON DC//SD//  
NAVY JAG ALEXANDER VA//JJJ//  
PERSUPP DET PEARLHARBOR HI//JJJ//

RETIRED DEATH

TO: CMC WASHINGTON DC//MHP-10//  
DFAS-CLEVELAND CENTER CLEVELAND OH//632//  
FHTNC NORFOLK VA  
(ADD APPROPRIATE MARINE CORPS DISTRICT)//ADJ//

**DEPENDENT DEATH**

TO: CMC WASHINGTON DC//MHP-10//  
BUMED WASHINGTON DC//332//  
MEDDEN AFFAIRS GREAT LAKES IL//02C//  
(ADD APPROPRIATE MARINE CORPS DISTRICT)//ADJ//

**CIVILIAN DEATH**

TO: MEDDEN AFFAIRS GREAT LAKES IL//02C//  
BUMED WASHINGTON DC//332//  
(ADD APPROPRIATE MARINE CORPS DISTRICT)//ADJ//

INFO: CMC WASHINGTON DC//MHP-10//

**JOINT CASUALTY ALERT MESSAGE**

TO: COMMARFORPAC//G-1//  
(ADD APPROPRIATE CHAIN OF COMMAND)//ADJ//  
CMC WASHINGTON DC//MHP-10//  
BUMED WASHINGTON DC//332//  
HQ AFMPC RANDOLPH AFB TX//DPMC  
HQ AFMWR S A RANDOLPH AFB TX//MWD//

INFO: COMNAVSAFECEN NORFOLK VA//10/30/40/47/50//  
CMC WASHINGTON DC//SD//  
NAVY JAG WASHINGTON DC//33//  
SECBAV WASGUBTIB DC//JJJ/WHLO//  
FHTNC NORFOLK VA  
ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//  
AFIP-CME//

**MASS CASUALTY REPORT**

TO: CMC WASHINGTON DC//MHP-10//  
BUMED WASHINGTON DC//332//  
CDR MILPERCEN ALEX VA//DAPC-PDC//

INFO: COMMARFORPAC  
(ADD APPROPRIATE CHAIN OF COMMAND)//ADJ//  
COMNAVSAFECEN NORFOLK VA//10/30/40/47/50//  
DFAS-KANSAS CITY CENTER KANSAS CITY MO//FJJS//  
CMC WASHINGTON DC//SD//  
NAVMEDINFOMGMTCEN BETHESDA MD//04//  
NAVY JAG WASHINGTON DC//33//  
FHTNC NORFOLK VA  
ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//  
AFIP-CME//  
SECNAV WASHINGTON DC//JJJ/WHLO//